

# Wellcare of Kentucky Medical Specialty Solutions

Provider Training Presented by  
Name: Meghan Murphy





 Introduction to National Imaging Associates (NIA)

 Our Program

- Authorization Process
- Other Program Components
- Provider Tools and Contact Information

 RadMD Demo

 Questions and Answers

# NIA Specialty

## National Footprint/Medicaid Experience



### National Footprint

- ✓ **Since 1995** – delivering radiology benefits management solutions; one of the *go-to* care partners in industry.
- ✓ **Uniquely independent** – only major specialty company not aligned to Wellcare ownership.
- ✓ **64 health plans/markets** – partnering with NIA for management of advanced and/or cardiac imaging solutions.
- ✓ **28M national lives** – participating in an NIA RBM nationally.
- ✓ **Diverse populations** – Medicaid, Exchanges, Medicare, Commercial, FEP, Provider Entities.

### Medicaid/Medicare/Exchange Expertise/Insights

- ✓ **42 Medicaid plans/markets** with NIA RBM solutions in place.
- ✓ **12.5M Medicaid lives** – in addition to 3.9M Exchange and 2M Medicare Advantage lives participating in an NIA RBM program nationally.
- ✓ **14M Commercial lives**

### Intensive Clinical Specialization & Breadth

- ✓ **Specialized Physician Teams**
  - 160+ actively practicing, licensed, board-certified physicians
  - 28 specialties and subspecialties

URAC Accreditation & NCQA Certified

# NIA's Prior Authorization Program



## The Program

- Wellcare will begin a prior authorization program through NIA for the management of outpatient imaging services.



## Important Dates

- Program begins April 1, 2021.
- Begin obtaining authorizations from NIA on March 22, 2021, via RadMD or Call Center for services rendered on or after April 1, 2021.



## Procedures & Settings Included

### Procedures:

- CT/CTA
- CCTA
- MRI/MRA
- PET Scan
- Myocardial Perfusion Imaging
- MUGA Scan
- Stress Echocardiography
- Echocardiography

### Settings:

- Office
- Outpatient
- Hospital
- Observation



## Membership Included

- Medicaid
- Medicare



## Network

NIA will use Wellcare's network of in-office providers, free-standing imaging facilities (FSFs), and hospitals to deliver outpatient imaging services to Wellcare enrollees.

# NIA's Prior Authorization Program

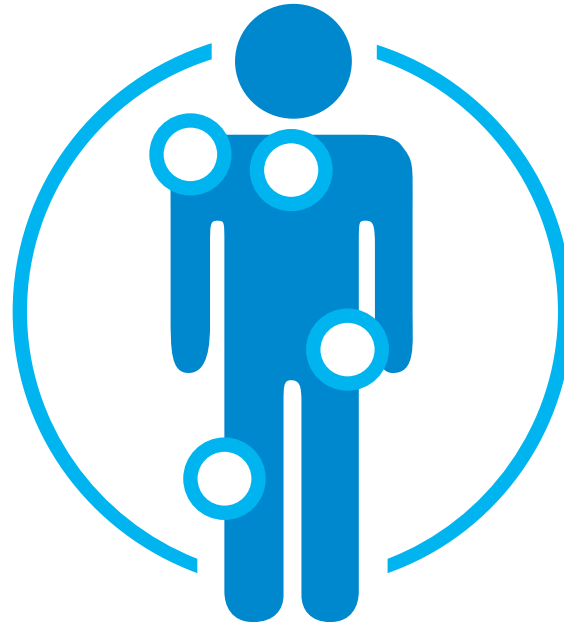


**Effective April 1, 2021:** Any services rendered listed below on and after **April 1, 2021** will require authorization through NIA. Only non-emergent procedures performed in an outpatient setting require authorization with NIA.



## Procedures Requiring Authorization

- CT/CTA
- CCTA
- MRI/MRA
- PET Scan
- Myocardial Perfusion Imaging
- MUGA Scan
- Stress Echocardiography
- Echocardiography



## Excluded from the Program Procedures Performed in the following Settings:

- Hospital Inpatient
- Emergency Room

# List of CPT Procedure Codes Requiring Prior Authorization



Review Claims/Utilization Review Matrix to determine CPT codes managed by NIA.





CPT Codes and their Allowable Billable Groupings.



Located on [www.RadMD.com](http://www.RadMD.com).



Defer to Wellcare's Policies for Procedures not on Claims/Utilization Review Matrix.

**WellCare Kentucky  
Utilization Review Matrix 2021**

The matrix below contains all of the CPT 4 codes for which National Imaging Associates, Inc. (NIA) manages on behalf of WellCare. This matrix is designed to assist in the resolution of claims adjudication and claims questions related to those services authorized by NIA. The "Allowable Billed Groupings" is meant to outline that if a given procedure is authorized, that any one of the listed procedure codes could be submitted on a claim representing that service. This assumes that the member is eligible at the time of the service, that appropriate rebundling rules are applied, that the claim includes an appropriate diagnosis code for the CPT code and that the service is performed within the validity period.

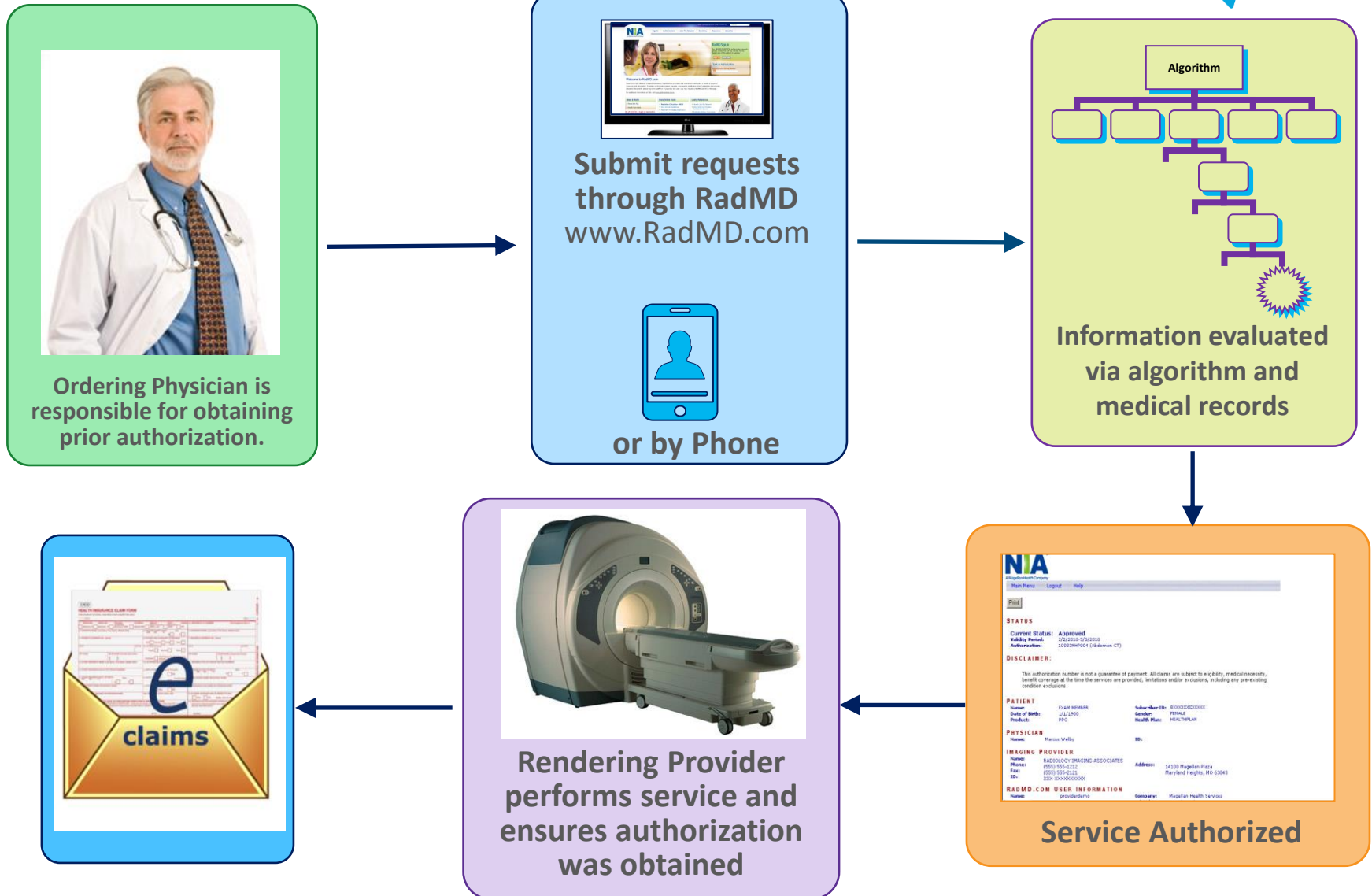
If a family of CPT codes is not listed in this matrix, an exact match is required between the authorized CPT code and the billed CPT code. If the exact match does not occur, the charge should be adjudicated accordingly.

**\*Please note: Services rendered in an Emergency Room, Surgery Center or Hospital Inpatient setting are not managed by NIA.**

Authorized CPT Code	Description	Allowable Billed Groupings
70336	MRI Temporomandibular Joint	70336
70450	CT Head/Brain	70450, 70480, 70470
70480	CT Orbit	70450, 70481, 70482
70486	CT Maxillofacial/Sinus	70486, 70487, 70488, 76380
70490	CT Soft Tissue Neck	70490, 70491, 70492
70496	CT Angiography, Head	70496
70498	CT Angiography, Neck	70498
70540	MRI Orbit, Face, and/or Neck	70540, 70542, 70543
70551	MRI Internal Auditory Canal	70551, 70552, 70553, 70540, 70542, 70543
70544	MRA Head	70544, 70545, 70546
70547	MRA Neck	70547, 70548, 70549
70551	MRI Brain	70551, 70552, 70553
70554	Functional MRI Brain	70554, 70555
71250	CT Chest	71250, 71280, 71270, 71271
71271	Low Dose CT for Lung Cancer Screening	71271
71275	CT Angiography, Chest (non-coronary)	71275
71550	MRI Chest	71550, 71551, 71552
71555	MRA Chest (excluding myocardium)	71555
72125	CT Cervical Spine	72125, 72126, 72127
72128	CT Thoracic Spine	72128, 72129, 72130
72131	CT Lumbar Spine	72131, 72132, 72133
72141	MRI Cervical Spine	72141, 72142, 72156

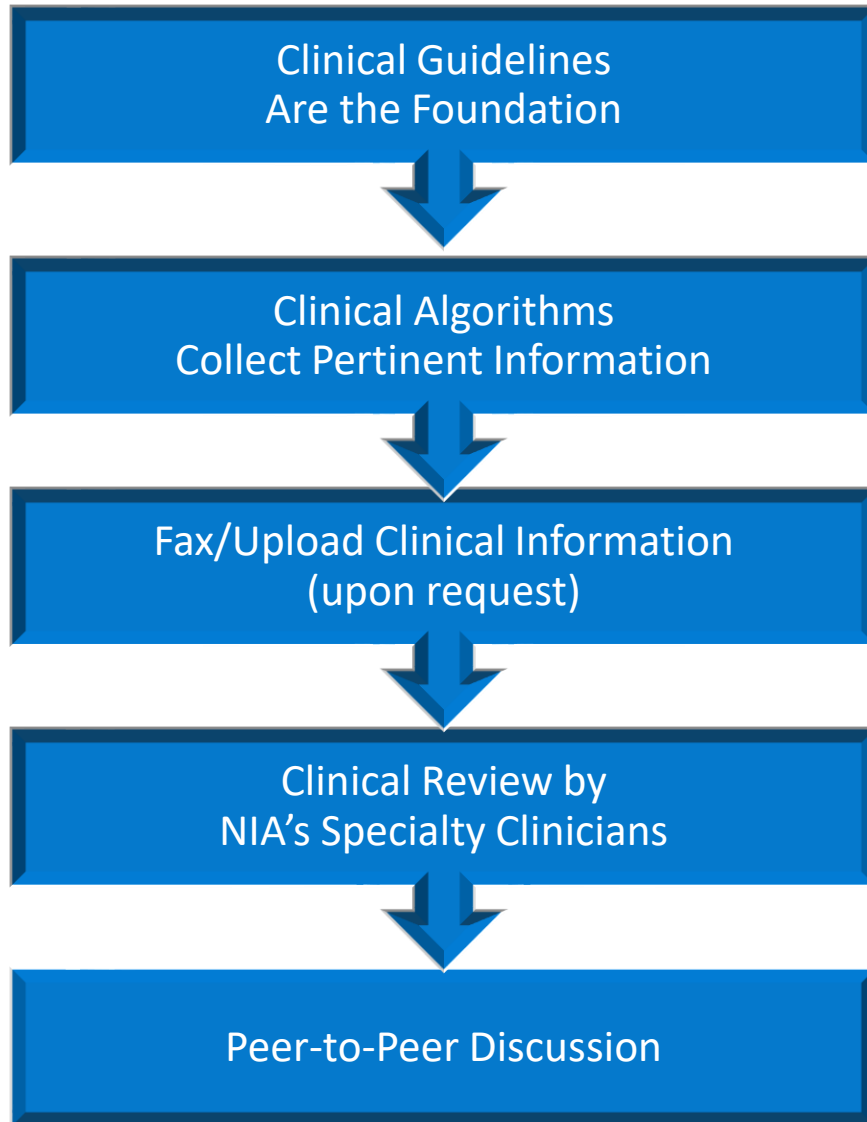
1—WellCare Utilization Review Matrix 2021

# Prior Authorization Process Overview



**Recommendation to Rendering Providers: Do not schedule test until authorization is received**

# NIA's Clinical Foundation & Review



- **Clinical guidelines** were developed by practicing specialty physicians, through literature reviews and evidenced-based research. Guidelines are reviewed and mutually approved by the Plan and NIA Medical Officers and clinical experts. **Clinical Guidelines are available on [www.RadMD.com](http://www.RadMD.com)**
- Algorithms are a branching structure that changes depending upon the answer to each question.
- The patient's clinical information/medical record will be required for validation of clinical criteria before an approval can be made.
- NIA has a specialized clinical team.
- Peer-to-peer discussions are offered for any request that does not meet medical necessity guidelines. **Our goal – ensure that enrollees receive appropriate care.**



# Patient and Clinical Information Required for Authorization

## General

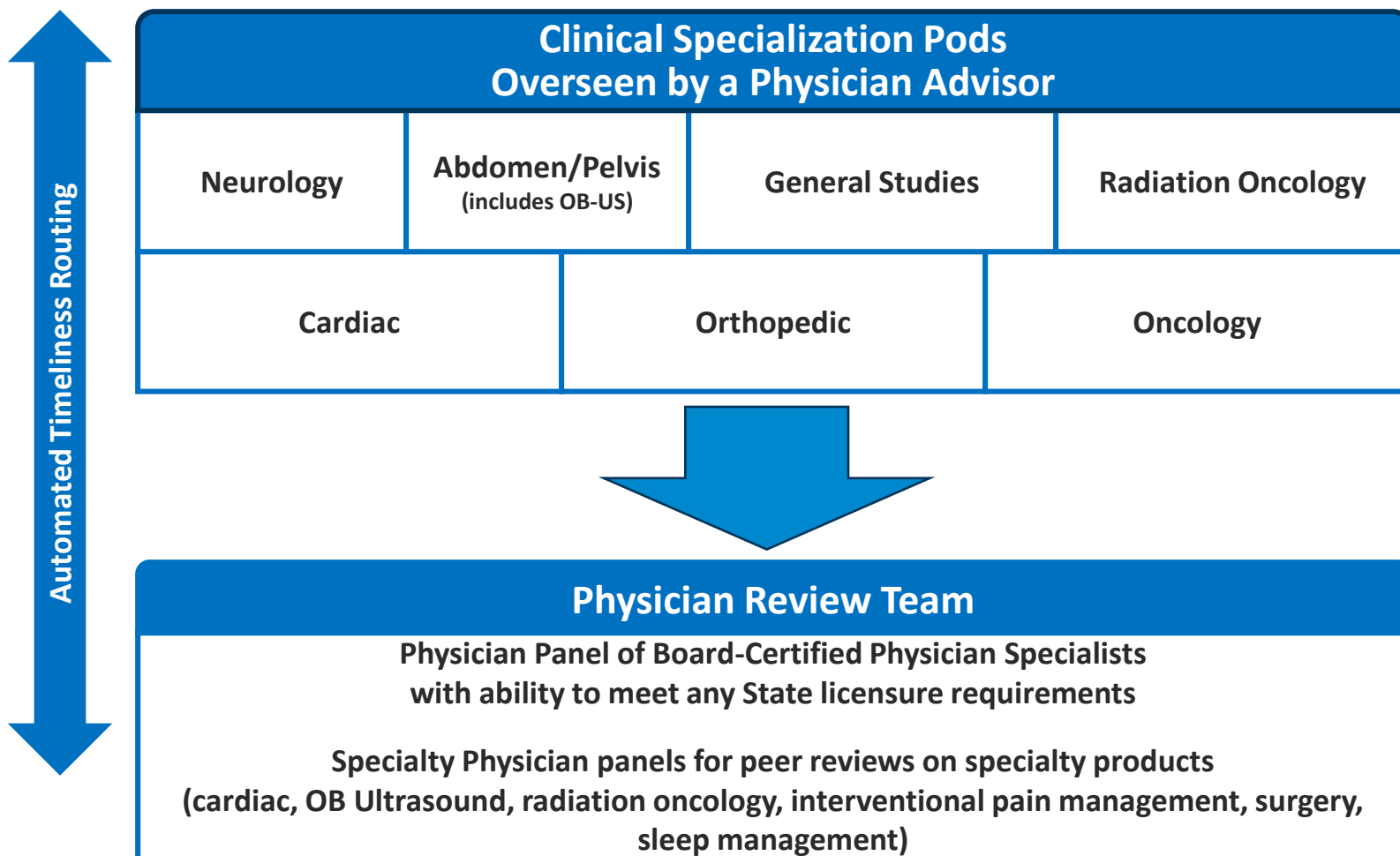
- Includes ordering physician information, member information, rendering provider information, requested examination, etc.

## Clinical Information

- Includes clinical information that will justify examination, symptoms and their duration, physical exam findings
- Preliminary procedures already completed (e.g., X-rays, CTs, lab work, ultrasound reports, scoped procedures, referrals to specialist, specialist evaluation)
- Reason the study is being requested (e.g., further evaluation, rule out a disorder)

**Refer to the Prior Authorization Checklists on RadMD for more specific information.**

# Clinical Specialty Team Review



# Document Review



NIA may request patient's medical records/additional clinical information.



When requested, validation of clinical criteria within the patient's medical records is required before an approval can be made.



Ensures clinical criteria that supports the requested test are clearly documented in medical records.



Helps ensure that patients receive the most appropriate, effective care.



# NIA to Ordering Physician: Request for Additional Clinical Information



CC\_TRACKING\_NUMBER FAXC

**NIA**  
National Imaging Associates, Inc.

**ABDOMEN - PELVIS CT**  
PLEASE FAX THIS FORM TO: 1-800-784-6864 Date: TODAY

ORDERING PHYSICIAN:	REQ_PROVIDER		
FAX NUMBER:	FAX_RECIP_PHONE	TRACKING NUMBER:	CC_TRACKING_NUMBER
RE:	Authorization Request	MEMBER ID:	MEMBER_ID
PATIENT NAME:	MEMBER_NAME		
HEALTH PLAN:	HEALTH_PLAN_DESC		

We have received your request for Abdomen - Pelvis CT. As we are unable to approve based on the information provided to date, please respond to this fax as soon as possible.

Study Requested was: Abdomen - Pelvis CT  
For documentation **ALWAYS PROVIDE:**

1. The most recent office visit note
2. Any office visit note since initial presentation of the complaint/problem requiring imaging
3. Any supporting documentation such as diagnostic or imaging reports that corroborate abnormalities or the requirement for follow-up imaging

Further specifics and examples are listed below:  
FAX QUESTIONS\_ADDL  
aalfadddfaxquestions

- a) **Abdominal pain evaluation:**  
Provide details regarding history of abdominal pain (history- onset, trauma mechanism, if relevant, effect on/change w/ bowel or urinary habits, relevant past medical history- bowel disease or surgery, etc; examination, including pelvic/rectal examinations; diagnostic work-up- submit reports demonstrating abnormalities; prior treatment/consultation, if any).
- b) **Abnormal finding on examination, imaging or laboratory test:**  
Provide the office visit note(s) or lab/imaging report that documents the abnormality found and any needed explanation of the relevance to the request for abdomen/pelvis CT imaging
- c) **Suspicion of cancer:**  
Provide the office visit/consultation notes indicating rationale for suspicion of cancer, along with relevant examination, diagnostic/imaging reports indicating the relevance of an imaging test in further evaluation of a possible malignancy
- d) **History of cancer:**  
Provide the office visit note describing the current symptoms or issue and the history; report of the biopsy and/or relevant treatment reports that will document the cell type of the cancer and treatment to date.
- e) **Pre-operative evaluation:**  
Provide the office visit note/consultation by the surgical specialist indicating the operation planned and indications. It is usually expected that planned pre-operative evaluation will be ordered by the surgeon in conjunction with surgical scheduling so that the two coincide within a four week/30 day period.
- f) **Post-operative evaluation:**

FAXC CC\_TRACKING\_NUMBER



A fax is sent to the provider detailing what clinical information that is needed, along with a fax coversheet.



We stress the need to provide the clinical information as quickly as possible so we can make a determination.



Determination time frame begins after receipt of clinical information.



Failure to receive requested clinical information may result in non-certification.

# Submitting Additional Clinical Information



- Records may be submitted:
  - Upload to [www.RadMD.com](http://www.RadMD.com)
  - Fax using that NIA coversheet
- Location of fax coversheets:
  - Can be printed from [www.RadMD.com](http://www.RadMD.com) or
  - Call 1-866-249-1584
  - Use the case-specific fax coversheets when faxing clinical information to NIA

Request Verification Details

Exam Request Verification: Detail

Print Fax Coversheet Upload Clinical Document

Member	Provider
Name:	Name:
Gender:	Address:
Date of Birth	Phone:
Member ID:	Tax ID:
Health Plan:	UPIN:
	Specialty:

Case

Case Description:	Request ID:
Request Date:	Status:
Entry Method:	ity Dates:
ICD10:	act Name:
Final Determination Date:	

# Clinical Review Process



## Physicians' Office Contacts NIA for Prior Authorization

RadMD
 Telephone



## NIA Initial Clinical Specialty Team Review

- Additional clinical information submitted and reviewed – Procedure Approved
- Additional clinical not complete or inconclusive – Escalate to Physician Review

*Designated & Specialized Clinical Team interacts with Provider Community.*



**Key NIA Differentiators**

## System Evaluates Request Based on Information Entered by Physician

- Clinical information complete – Procedure Approved
- Additional clinical information required – Pends for clinical validation of medical records

## NIA Specialty Physician Reviewers

- NIA Physician approves case *without* peer to peer

*Peer-to-peer outbound attempt made if case is not approvable*

- NIA Physician approves case with peer to peer
- Ordering Physician withdraws case during peer to peer
- Physician denies case based on medical criteria

NIA will issue a determination within 2 business days after receipt of request with full clinical documentation in accordance with Kentucky Medicaid guidelines. For Medicare cases and for cases that require additional clinical information in order to make a determination, the review process may take longer.



## Urgent/Expedited Authorization Process

- If an urgent clinical situation exists (outside of a hospital emergency room) during business hours, please call NIA immediately.
- NIA's website [www.RadMD.com](http://www.RadMD.com) cannot be used for medically urgent or expedited prior authorization requests during business hours. Those requests must be processed by calling the NIA call center at 1-866-249-1584
- Determinations for urgent requests will be rendered within 24 hours unless additional clinical information is needed.

# Notification of Determination



## Authorization Notification

- Validity Period – Authorizations are valid for 60 business days from the date of request.

## Denial Notification

- Notifications will include an explanation of what services have been denied and the clinical rationale for the denial
- A peer-to-peer discussion can be initiated once the adverse determination has been made.
- In the event of a denial, providers are asked to follow the appeal instructions provided in the denial letter. Instructions for appeals can also be found within Wellcare's Quick Reference Guide at [www.Wellcare.com](http://www.Wellcare.com)





## How Claims Should be Submitted

- Rendering providers/Imaging providers should continue to send their claims directly to Wellcare.
- Providers are strongly encouraged to use EDI claims submission.
- Check on claims status by logging on to Wellcare's website.

## Claims Appeals Process

- In the event of a prior authorization or claims payment denial, providers may appeal the decision through Wellcare.
- Providers should follow the instructions on their non-authorization letter or Explanation of Payment (EOP) notification.

# Radiation Safety and Awareness



Studies suggest a significant increase in cancer in dose estimates in excess of 50 mSv






U.S. population exposed to nearly six times more radiation from medical devices than in 1980



CT scans and nuclear studies are the largest contributors to increased medical radiation exposure

1 mSv=

 4 months of   
natural exposure

 50 chest x-rays

NIA has developed a Radiation Awareness Program designed to create patient and physician awareness of radiation concerns



**RadMD Website**  
**[www.RadMD.com](http://www.RadMD.com)**



**Available**  
24/7 (except during  
maintenance)



**Toll Free Number**  
**1-866-249-1584**



**Available**  
7 a.m.-7 p.m.  
Eastern Time

- Request Authorization
  - View Authorization Status
  - View and manage Authorization Requests with other users
  - Upload Additional Clinical Information
  - View Requests for additional Information and Determination Letters
  - View Clinical Guidelines
  - View Frequently Asked Questions (FAQs)
  - View Other Educational Documents
- 
- Interactive Voice Response (IVR) System for authorization tracking

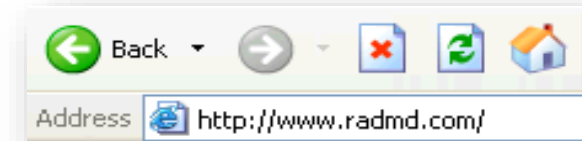


## RadMD Functionality varies by user:

- **Ordering Provider's Office**  
View and submit requests for authorization.
- **Rendering Provider**  
Views approved authorizations for their facility.

## Online Tools Accessed through [www.RadMD.com](http://www.RadMD.com)

- NIA's Clinical Guidelines
- Frequently Asked Questions
- Quick Reference Guides
- Checklist
- RadMD Quick Start Guide
- Claims/Utilization Matrices



# Registering on RadMD.com To Initiate Authorizations

**HIPAA regulations require everyone in your organization to have their own separate user name and password.**

## STEPS:

1. Click the “New User” button on the right side of the home page.
2. Select “Physician’s office that orders procedures”
3. Fill out the application and click the “Submit” button.
  - You must include your e-mail address in order for our webmaster to respond to you with your NIA-approved user name and password.

**NOTE: On subsequent visits to the site, click the “Sign In” button to proceed.**

Offices both ordering and rendering should request ordering provider access. This lets your office request authorizations on RadMD and see the status of those authorization requests.

1



RadMD Sign In

24/7 online access for imaging facilities and health plans to NIA's RadMD Web site.

Sign In New User

Track an Authorization

Authorization Tracking Number  Go


2

-- Please Select an Appropriate Description --  
**Physician's office that orders procedures**

Facility/office where procedures are performed  
Health Insurance company

Cancer Treatment Facility or Hospital that performs radiation oncology procedures  
Physicians office that prescribes radiation oncology procedures  
Physical Medicine Practitioner (PT, OT, ST, Chiro, etc.)

3



RadMD.com

NIA  
A Magellan Health Company

RadMD Home Help

RADMD.COM: APPLICATION FOR A NEW ACCOUNT

Please fill out this form only for yourself. Shared accounts are not allowed.

In order for your account to be activated, you must be able to receive emails from RadMDsupport@magellanhealth.com. Please check with your email administrator to ensure that emails from RadMDsupport@magellanhealth.com can be received.

Which of the following best describes your company?  
-- Please Select an Appropriate Description --

What about read only radiology offices?

Choose a user ID  
4-20 Characters

Name  
First Last

Phone Fax  
(xxx) xxx-xxxx (xxx) xxx-xxxx

Company Name Job Title

Email Confirm Email  
example: you@company.com

Address  
example: 123 Main St.  
example: Suite A (optional)  
City (State) Zip

Your Superior  
The manager or superior responsible for terminating your access.  
This cannot be yourself.

Name  
First Last  
Phone email  
(xxx) xxx-xxxx example: boss@company.com

Submit Application

If you have problems, please contact us at RadMDsupport@magellanhealth.com.

# RadMD – 2020 Enhancements



NIA offers a **Shared Access** feature at [www.RadMD.com](http://www.RadMD.com). Shared Access lets ordering providers to view authorization requests initiated by other RadMD users within their practice.

The screenshot displays the RadMD website interface. At the top right, there are links for "Provider Resources" and "User" with a dropdown arrow. The main content area is divided into two columns. The left column, titled "Request", lists various medical services: "Exam or specialty procedure (including Cardiac, Ultrasound, Sleep Assessment)", "Physical Medicine" (with a link to "Initiate a Subsequent Request"), "Radiation Treatment Plan", "Pain Management (or Minimally Invasive Procedure)", "Spine Surgery or Orthopedic Surgery", and "Genetic Testing". The right column, titled "Resources and Tools", includes "Shared Access", "Clinical Guidelines", and "Request access to Tax ID". Below these columns is a "News and Updates" section. At the bottom of the page, there are two search fields: "Login As Username:" with a "Login" button, and "Tracking Number:" with a "Search" button and a link for "Forgot Tracking Number?".

If practice staff is unavailable for a period of time, access can be shared with other users in the practice. They can view and manage the authorization requests initiated on [www.RadMD.com](http://www.RadMD.com), letting them communicate with patients and facilitate treatment.

# Lets users view all approved authorizations for facility

## IMPORTANT

- HIPAA regulations require everyone in your organization to have their own separate user name and password.
- Designate an administrator who manages access for the entire facility.

## STEPS:

1. Click the “New User” button on the right side of the home page.
2. Select “Facility/office where procedures are performed”
3. Fill out the application and click the “Submit” button.
  - You must include your e-mail address in order for our Webmaster to respond to you with your NIA-approved user name and password.

**NOTE: On future visits to the site, click the “Sign In” button to proceed.**

If you have multiple staff members entering authorizations and you want each person to be able to see all approved authorizations, they must register for a rendering username and password. The administrator can approve rendering access for each employee. This lets users see all approved authorizations under your organization.

1



RadMD Sign In

24/7 online access for imaging facilities and health plans to NIA's RadMD Web site.

Sign In New User

Track an Authorization

Authorization Tracking Number  Go

2

-- Please Select an Appropriate Description --  
Physician's office that orders procedures

Facility/office where procedures are performed

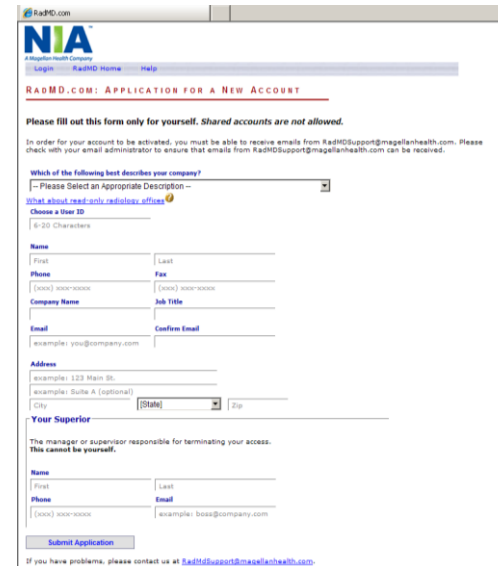
Health Insurance company

Cancer Treatment Facility or Hospital that performs radiation oncology procedures

Physicians office that prescribes radiation oncology procedures

Physical Medicine Practitioner (PT, OT, ST, Chiro, etc.)

3



RadMD.com

NIA  
Magellan Health Group  
Login RadMD Home Help

**RADMD.COM: APPLICATION FOR A NEW ACCOUNT**

Please fill out this form only for yourself. Shared accounts are not allowed.

In order for your account to be activated, you must be able to receive emails from RadMDsupport@magellanhealth.com. Please check with your email administrator to ensure that emails from RadMDsupport@magellanhealth.com can be received.

Which of the following best describes your company?  
-- Please Select an Appropriate Description --  
[What about radmd only radiation offices?](#)

Choose a User ID  
6-20 Characters

Name  
First Last  
Phone Fax  
[xxx] xxx-xxxx [xxx] xxx-xxxx  
Company Name Job Title  
Email Confirm Email  
example@yourcompany.com

Address  
example: 123 Main St.  
example: Suite A (optional)  
City [State] Zip

Your Superior  
The manager or supervisor responsible for terminating your access. This cannot be yourself.  
Name  
First Last  
Phone Email  
[xxx] xxx-xxxx example@yourcompany.com

Submit Application

If you have problems, please contact us at RadMDsupport@magellanhealth.com

# When to Contact NIA



## Providers:

<p><b>Initiating or checking the status of an authorization</b></p>	<ul style="list-style-type: none"><li>▪ <a href="http://www.RadMD.com">www.RadMD.com</a></li><li>▪ Toll-free number: 1-866-249-1584</li><li>- Interactive Voice Response (IVR) System</li></ul>
<p><b>Initiating a Peer to Peer</b></p>	<ul style="list-style-type: none"><li>▪ Call 1-866-249-1584</li></ul>
<p><b>Technical Issues</b></p>	<ul style="list-style-type: none"><li>▪ <a href="mailto:RadMDSupport@evolent.com">RadMDSupport@evolent.com</a></li><li>▪ Call 1-800-327-0641</li></ul>
<p><b>Provider Education requests or questions specific to NIA</b></p>	<ul style="list-style-type: none"><li>▪ Andrew Dietz Provider Relations Manager 1-407-967-4636 <a href="mailto:adietz@evolent.com">adietz@evolent.com</a></li></ul>



# RadMD Demonstration



# Confidentiality Statement



*The information presented in this presentation is confidential and expected to be used solely in support of the delivery of services to Wellcare members. By receipt of this presentation, each recipient agrees that the information contained herein will be kept confidential and that the information will not be photocopied, reproduced, or distributed to or disclosed to others at any time without the prior written consent of Wellcare and Evolent Health, LLC.*

A large blue diagonal shape on a white background. Several colorful triangles (orange, lime green, purple, cyan, magenta) are scattered around the blue shape. The word "Thanks" is written in white on the blue background.

Thanks

